



CAREER OPPORTUNITY

U.S. DISTRICT COURT WESTERN DISTRICT OF LOUISIANA

OPERATIONS MANAGER

Divisional Offices

Shreveport
Lafayette
Alexandria
Lake Charles
Monroe

www.lawd.uscourts.gov

Vacancy Number:
21-WDLA-2

Opening Date:
April 21, 2021

Closing Date:
Open until filled.
Preference will be given
to applicants' packets
received by May 12,
2021.

Duty Station:
One of the five divisional
offices. To be determined
by the Clerk &
Incumbent.

Classification Level:
CL 28 to CL 29
***Possible promotion**
potential to CL 30 at a
later date.

Salary Range:
\$61,988 to \$119,818
Depends upon
qualifications and
experience

Tour of Duty:
Full-time

Position Open to:

The Operations Manager performs professional and managerial work related to the supervision and oversight of operations management, case management, and operations support. The incumbent primarily directs staff, and ensures compliance with the appropriate guidelines, policies, and approved internal controls. The incumbent will report to the Chief Deputy Clerk. This position will be located in one of the five divisional offices in the Western District of Louisiana.

Representative Duties:

*Manage, develop, and mentor staff involved in court operational activities, including assigning, and reviewing work, and evaluating performance. Establish work procedures, conduct staff meetings, provide information, and delegate work fairly and consistently.

*Manage court operations through coordinating and communicating office procedures with supervisors, unit executive, chief deputy, judges, chambers, and Clerk's Office staff. Develop and implement operational policies, procedures, and quality control techniques. Organize work processes to optimize the use of time and resources, ensuring results meet expectations. Ensure coverage through effective delegation of authority. Develop short-term and long-range workforce plans.

*Work collaboratively with the management team regarding operations district-wide. Provide advice on complex matters to staff, supervisors, managers, unit executive, chief deputy, and judges. Communicate clearly and effectively, both orally and in writing, to explain complex operational matters and concepts to individuals and groups with varying experience and backgrounds. Ensure employees receive process and procedural systems training, including initial, updated, or remedial training.

*Evaluate and test new system versions. Arrange assistance to attorneys and their staff with electronic filing processes, procedures, and documentation. Interact effectively with the public and staff, providing good customer service and resolving difficulties efficiently while complying with regulations, rules, and procedures.

*Research and analyze data, prepare comprehensive reports and presentations for a wide range of audiences including the bench, bar and public. Comply with the Guide to Judiciary Policy, the Human Resources Manual, applicable Administrative Office policies and procedures, and internal controls guidelines. Adhere to procurement procedures, policies, and practices. Use statistical reports to monitor the management of cases and take appropriate action.

*Always demonstrate sound ethics and good judgment and ensure staff maintain the high standard for professional and ethical judgement, abiding by the Code of Conduct for Judicial Employees. Display a careful and deliberate approach in handling confidential information in a variety of contexts. Facilitate, mediate, and negotiate complex and sensitive matters with judges, managers, unit executive, chief deputy, supervisors, and court staff, while maintaining confidentiality.

*Analyze, identify, and interpret critical information affecting the work of the court from disparate sources including legislation, changes in federal rules, and Administrative Office directives. Proactively manage change and adapt to probable impact on the work of the court.

*Travel is required.

*Perform all other duties as assigned.

Required Qualifications:

A minimum of ten years work experience. At least three years of that experience must be in the court system, federal district court preferred, or in a legal work environment. At least three of the ten years of experience must have been in a position with substantial management and/or supervisory responsibility.

Overall experience should include progressively responsible work assignments in an administrative, technical, professional, supervisory and managerial capacity that provided an opportunity to gain: (1) skill in developing the interpersonal work relationships needed to lead a team of employees; (2) the ability to exercise mature judgment; and (3) thorough knowledge of the basic concepts, principles and theories of management and the ability to understand the managerial policies applicable to the office.

Proficiency in the use of automated equipment and software including word processing and spreadsheet applications, requisite court computer programs, and automated case management systems. Ability to apply knowledge of applicable software and web-based applications and utilize them effectively to meet operational and project goals. Working knowledge of Microsoft Office and CM/ECF.

Demonstrated excellence in written and oral communications and strong interpersonal and analytical skills are essential. The successful candidate must have strong leadership qualities and initiative and be able to manage change and articulate management priorities. An ability to identify and resolve problems, to work effectively with both individuals and teams, and to interact courteously and professionally with high-level officials is also required. The incumbent will be required to balance the demands of varying workload responsibilities and time sensitive deadlines. The incumbent should also have the following: In-depth knowledge of federal and local rules, court policies, and procedures, and an understanding of legal terminology. Demonstrated skill in strategic planning and in developing short and long range operational plans which support the court unit's priorities and goals. Demonstrated proficiency in problem solving, trouble shooting, and identifying alternative solutions. Demonstrated ability to make timely and effective decisions. A clear understanding of federal court and unit operations, roles, functions, and organizational structure, culture, and dynamics is essential. Demonstrated knowledge of supervisory and employee management principles, and an understanding of performance management processes and principles. Demonstrated ability to use mediation and problem-solving skills when managing conflicts in the workplace. A commitment to public service is essential.

Required Clearances:

This position is classified as a sensitive position, therefore, the successful candidate will be required to submit a background clearance, which will include a criminal history and fingerprint check. Employment will be contingent upon a favorable response from this investigation.

How to Apply:

Qualified applicants should submit a **COMPLETE** applicant's packet which includes a letter of interest, detailed resume including the names of three professional references, completed Application for Judicial Employment, form AO-78 available at <http://www.uscourts.gov/forms/AO078.pdf>. Please email your complete package as **ONE PDF ATTACHMENT** to lawd_applications@lawd.uscourts.gov. Preference will be given to those applications received by May 12, 2021.

Additional Information:

Generous federal benefits package offered. For more detailed information about federal court benefits, go to: <https://www.uscourts.gov/careers/benefits>.

Applicants must be U.S. Citizens or eligible to work in the United States.

Applicants selected for interviews may be required to travel to the designated location at their own expense. The court is not authorized to reimburse applicants for travel and/or relocation expenses.

The court requires employees to adhere to the *Code of Conduct For Judicial Employees*. For more information, please go to: <https://www.uscourts.gov/rules-policies/judiciary-policies/code-conduct/code-conduct-judicial-employees>.

The incumbent will be subject to a six month probationary period.

All employees of the court are "excepted service" appointments. Excepted service appointments are "at will" and serve at the pleasure of the court.

This position is subject to mandatory electronic funds transfer (direct deposit) of federal wages for court employees.

The court has a right to modify the conditions of this announcement, withdraw the announcement, or fill the position at any time before the closing date, any of which may occur without prior written notice.

The U.S. District Court for the Western District of Louisiana is an Equal Opportunity Employer and values diversity in the workplace.